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Part VII
Public information

Section 28
Public information

(Programme 24 of the biennial programme plan for the period 2014-2015)**

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Overview

Table 28.1 **Financial resources**

(United States dollars)

Approved resources for 2012-2013[a]	189 844 500
Technical adjustments (delayed impact and removal of non-recurrent requirements)	1 327 400
New mandates and inter-component changes	365 000
Changes reflected in the Secretary-General's report on the budget outline for 2014-2015	(5 519 700)
Total resource change	(3 827 300)
Proposal of the Secretary-General for 2014-2015[a]	186 017 200

[a] At 2012-2013 revised rates.

Table 28.2 **Post resources**

	Number	*Level*
Regular budget		
Approved for the biennium 2012-2013	732	1 USG, 4 D-2, 20 D-1, 36 P-5, 76 P-4, 93 P-3, 61 P-2/1, 9 GS (PL), 218 GS (OL), 163 LL, 51 NPO
Reclassification	4	1 D-1 to P-5 under subprogramme 1 1 D-1 to P-5 under subprogramme 2 2 LL to NPO under subprogramme 1
Conversion	12	12 P-3 from general temporary assistance to established posts under subprogramme 2
Redeployment	4	1 D-1, 1 P-5 within subprogramme 1 1 P-4 from subprogramme 1 to subprogramme 3 1 GS (OL) from executive direction and management to subprogramme 2
Abolishment	(14)	2 P-5, 2 P-4, 1 GS (OL), 4 LL under subprogramme 1 1 P-3 under subprogramme 2 1 P-5, 1 P-2, 2 GS (OL) under subprogramme 3
Proposed for the biennium 2014-2015	730	1 USG, 4 D-2, 18 D-1, 35 P-5, 74 P-4, 104 P-3, 60 P-2/1, 9 GS (PL), 215 GS (OL), 157 LL, 53 NPO

Overall orientation

28.1 The Department of Public Information is dedicated to communicating to the world the ideals and work of the United Nations; to interacting and partnering with a diverse audience; and to building support for the purposes and principles enshrined in the Charter of the United Nations. In line with this mission, the Department coordinates informational campaigns on key priority areas, using both new and traditional means of communication. The Department makes every effort to widen the pool of its communications partners and to strengthen its outreach to the public in both developed and developing countries through its network of United Nations information centres. The mandate of the Department is contained in General Assembly resolution 13 (I). The work of the Department

Note: The following abbreviations are used in tables and charts: GS, General Service; LL, Local level; NPO, National Professional Officer; OL, Other level; PL, Principal level; RB, regular budget; USG, Under-Secretary-General; XB, extrabudgetary.

is guided by the priorities established by the Assembly and its subsidiary body, the Committee on Information, through the resolutions of the Assembly on questions relating to information, the most recent of which are resolutions 67/124 A and B.

28.2 The Department seeks to promote global awareness and enhanced understanding of the work and issues of the United Nations by providing accurate, impartial, comprehensive, balanced, coherent, timely and relevant information. To that end, using the Millennium Declaration as its guide, the Department will focus on priority themes in support of the three pillars of the Organization's work: development; peace and security; and human rights. Within these three broad priority themes, the Department will seek to underscore the Secretary-General's emphasis on delivering results, accountability and addressing global challenges for the common good, in full compliance with the mandates given by Member States. In addition, the Department has identified Africa as a regional focus for its communications work. The Department will continue to actively support the Secretary-General's priority on strengthening accountability.

28.3 The Department works closely with substantive departments and offices of the Secretariat and organizations of the United Nations system to deliver effective and targeted information programmes on the identified key areas, including United Nations conferences and observances. It aims to reach and engage audiences worldwide, including Governments, the media, non-governmental organizations (NGOs), educational institutions, business and professional organizations and other members of civil society, with a view to encouraging support for the Organization and its objectives.

28.4 To accomplish its mission, the Department takes the following core approaches in its work: strategic working relationships with the substantive departments and offices of the Secretariat and the organizations of the United Nations system; enhanced use of the latest information and communications technologies in both traditional and new media in order to deliver information directly and instantaneously worldwide; the building of stronger grass-roots support by establishing partnerships with civil society organizations; and parity of official United Nations languages in the preparation of news and communications products.

Overview of resources

28.5 The overall resources proposed for the biennium 2014-2015 for this section amount to $186,017,200 before recosting, reflecting a net decrease of $3,827,300 (or 2.0 per cent) compared with 2012-2013 resources at revised rates. The resource changes result from three factors, namely, (a) technical adjustments relating to the removal of non-recurrent requirements and addition of delayed impact of new posts established in 2012-2013; (b) new and expanded mandates; and (c) resource changes reflected in the Secretary-General's report on the budget outline for 2014-2015.

28.6 The distribution of resources is reflected in tables 28.3 to 28.5 below.

Table 28.3 Financial resources by component

(Thousands of United States dollars)

(1) *Regular budget*

	2010-2011 expenditure	*2012-2013 resources at revised rates*	*Resource changes*						*Total before recosting*	*Recosting*	*2014-2015 estimate*
			Technical adjustment (delayed impact and non-recurrent)	*New mandates and inter-component changes*	*In line with resolution 67/248*	*Reflected in budget outline report*[a]	*Total*	*Percentage*			
A. Executive direction and management	3 109.2	3 574.1	–	–	–	(80.8)	(80.8)	(2.3)	3 493.3	111.3	3 604.6
B. Programme of work											
1. Strategic communications services	72 820.8	73 012.2	(8.0)	–	–	(2 580.2)	(2 588.2)	(3.5)	70 424.0	2 593.5	73 017.5
2. News services	68 505.9	65 923.8	1 225.7	–	–	(1 679.9)	(454.2)	(0.7)	65 469.6	2 221.8	67 691.4
3. Outreach and knowledge services	39 061.2	39 386.9	109.7	–	–	(809.5)	(699.8)	(1.8)	38 687.1	1 327.8	40 014.9
4. Special conferences	237.9	–	–	365.0	–	–	365.0	–	365.0	3.2	368.2
Subtotal, B	**180 625.8**	**178 322.9**	**1 327.4**	**365.0**	**–**	**(5 069.6)**	**(3 377.2)**	**(1.9)**	**174 945.7**	**6 146.3**	**181 092.0**
C. Programme support	7 957.7	7 947.5	–	–	–	(369.3)	(369.3)	(4.6)	7 578.2	302.1	7 880.3
Subtotal, 1	**191 692.7**	**189 844.5**	**1 327.4**	**365.0**	**–**	**(5 519.7)**	**(3 827.3)**	**(2.0)**	**186 017.2**	**6 559.7**	**192 576.9**

(2) *Other assessed*

	2010-2011 expenditure	*2012-2013 estimate*	*2014-2015 estimate*
A. Executive direction and management	–	–	–
B. Programme of work	1 478.1	1 446.7	1 446.7
C. Programme support	–	–	–
Subtotal, 2	**1 478.1**	**1 446.7**	**1 446.7**

(3) *Extrabudgetary*

	2010-2011 expenditure	2012-2013 estimate	2014-2015 estimate
A. Executive direction and management	–	–	–
B. Programme of work	4 592.8	4 332.1	4 332.1
C. Programme support	–	–	–
Subtotal, 3	**4 592.8**	**4 332.1**	**4 332.1**
Total	**197 763.6**	**195 623.3**	**198 355.7**

[a] A/67/529 and Corr.1.

Table 28.4 **Post resources**

	Established regular budget		Temporary						Total	
			Regular budget		Other assessed[a]		Extrabudgetary[b]			
Category	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015
Professional and higher										
USG	1	1	–	–	–	–	–	–	1	1
D-2	4	4	–	–	–	–	–	–	4	4
D-1	20	18	–	–	–	–	–	–	20	18
P-5	36	35	–	–	–	–	–	–	36	35
P-4/3	169	178	–	–	2	2	1	1	172	181
P-2/1	61	60	–	–	1	1	–	–	62	61
Subtotal	**291**	**296**	**–**	**–**	**3**	**3**	**1**	**1**	**295**	**300**
General Service										
Principal level	9	9	–	–	–	–	–	–	9	9
Other level	218	215	–	–	1	1	9	9	228	225
Subtotal	**227**	**224**	**–**	**–**	**1**	**1**	**9**	**9**	**237**	**234**
Other										
Local level	163	157	–	–	–	–	–	–	163	157
National Professional Officer	51	53	–	–	–	–	–	–	51	53
Subtotal	**214**	**210**	**–**	**–**	**–**	**–**	**–**	**–**	**214**	**210**
Total	**732**	**730**	**–**	**–**	**4**	**4**	**10**	**10**	**746**	**744**

[a] Support account for peacekeeping operations: 2 P-4, 1 P-2, 1 GS (OL).
[b] Development Forum Trust Fund: 1 P-3, 9 OL.

Table 28.5 **Distribution of resources by component**

(Percentage)

	Regular budget	*Other assessed*	*Extrabudgetary*
A. Executive direction and management	1.9	–	–
B. Programme of work			
1. Strategic communications services	37.8	64.4	36.7
2. News services	35.2	35.6	–
3. Outreach and knowledge services	20.8	–	63.3
4. Special conferences	0.2	–	–
Subtotal, B	**94.0**	**100.0**	**100.0**
C. Programme support	4.1	–	–
Total	**100.0**	**100.0**	**100.0**

Technical adjustments

28.7 Resource changes reflect the delayed impact of 14 new posts established in the biennium 2012-2013 pursuant to General Assembly resolution 66/246, totalling $1,335,400. The increase is offset in part by an amount of $8,000 relating tc one-time costs for the acquisition of equipment for United Nation information centres.

New mandates and inter-component changes

28.8 Resources in the amount of $365,000 have been provided for the promotion and coverage of special conferences scheduled for the biennium 2014-2015, inter alia, the Thirteenth United Nations Congress on Crime Prevention and Criminal Justice.

Changes reflected in the Secretary-General's report on the budget outline for 2014-2015

28.9 Reductions in line with the Secretary-General's budget outline amount to $5,519,700. The primary areas of resource changes in the amount of $5,359,100 are outlined in table 28.6 below.

Table 28.6 **Primary areas of resource changes in line with the Secretary-General's budget outline**

Item	*Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
1	**Programme of work**	**Harmonization, standardization and consistency of organizational structure**	–	–
	Subprogramme 1	Total reduction: $1,969,100		
	Abolishment:	The organizational staffing of the United Nations information centres would be aligned with the broader vision for the Department of Public Information which provides for the global harmonization of United Nations information centres. Harmonization of these offices would involve the standardization of post levels and more consistency in the number of posts.		
	2 P-5 Department Representative			
	2 P-4 Information Officer			
	1 GS (LL) Library Assistant			
	1 GS (LL) Driver			
	1 GS (LL) Clerk			

Item	*Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
	1 GS (LL) Administrative Assistant	The downward reclassification of the D-1 Director to the P-5 level in the information centre in Mexico would allow for consistency within the Latin American region and a new division of labour whereby regional responsibilities would be shared to enhance collaboration among the offices in the region.		
	Reclassification:			
	1 D-1 Director to P-5 level			
	2 GS (LL) Information Assistant to NPO			
	Abolishment:	In return for the P-5 post in the centre in Nairobi, the current D-1 post in the centre in Pretoria would be redeployed to the Nairobi centre in order to strengthen the communications capacity at the United Nations Office at Nairobi.		
	1 P-3 Radio Producer			
		Four GS (LL) posts in the United Nations information centres would be abolished, in line with the broader alignment.		
		Two GS (LL) posts in Armenia and Azerbaijan would be reclassified to the NPO level in line with other United Nations offices.		
		The P-3 post of English Radio Producer would be abolished in line with the broader alignment. The English and French radio units have the News Centre products of the News Services Section. In addition, the workflow between the English Radio Unit and English News Centre and French Radio Unit and French News Centre will be strengthened so as to build on product multilingualism.		
2	**Programme of work**	**Effective use of new broadcasting facilities and increased co-production of feature stories**	–	–
	Subprogramme 2	Total net reduction: $2,240,000		
	Reduction:			
	Contractual services	New robotic cameras used for conference servicing allow the Department of Public Information to be less reliant on contractual engineers. The media asset management system will also allow producers to do more of the production work. Savings are expected as a result of reducing the number of contractual engineers by eight. This will be somewhat		
	General operating expenses			
	Furniture and equipment			
	Addition:			
	General temporary assistance			

Item	*Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
		offset by the creation of six general temporary assistance positions at the General Service level but the overall use of fewer contract engineers will reduce overhead and contract management costs. An increase is expected in cost-sharing arrangements with other agencies as a result of the co-production of feature stories while promoting stories on important United Nations issues. Expenses for these jointly funded feature stories include the purchase of footage, narration and translation. This sharing of costs means the Department would lower its production costs while producing the same volume of outputs. It would also seek to share costs for distribution, bandwidth usage, storage and retrieval costs of archived web materials from non-Secretariat offices and United Nations funds and programmes, as appropriate.		
3	**Programme of work** *Subprogramme 3* Abolishment: 1 P-5 Chief 1 P-2 Associate Knowledge-Sharing Officer 1 GS (OL) Library Assistant 1 GS (OL) Graphic Arts Assistant **Programme support** Reduction: Contractual services General operating expenses Furniture and equipment	**Structural review of the Outreach division** Total reduction: $1,150,000 The proposed merger of the Non-Governmental Organizations Relations Section and the Advocacy and Special Events Section allows for the abolishment of 1 P-5 Chief of Section post. A merger of these two sections would align advocacy efforts with matters related to non-governmental organizations and allow for the more efficient use of available staff resources while simultaneously engaging with non-governmental organizations in a more strategic manner, in accordance with thematic priorities. Efficiencies are expected between the web team and the iSeek team, given the gradual increase of staff with web-design skills in the Outreach Division. Pooling of resources would allow the Division to handle the same workload with fewer staff.	–	–

Item	*Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
		Further reductions would be effected through maintaining generic network accounts for general temporary assistance staff, contractors and interns. Printing equipment would be reduced in line with ongoing processes aimed at the electronic dissemination of documents.		

Other assessed and extrabudgetary resources

28.10 During the biennium 2014-2015, projected other assessed resources amounting to $1,446,700, representing 0.7 per cent of overall resource requirements, will support substantive activities relating to peacekeeping operations. There is no significant change in the resource level from the previous biennium.

28.11 During the biennium 2014-2015, projected extrabudgetary resources amounting to $4,332,100, representing 2.2 per cent of overall resource requirements, will complement resources from the regular budget to finance various activities, such as the production of events and public information materials to strengthen and expand strategic communications objectives in countries around the world, and will enable the Department of Public Information to develop and disseminate information products in local languages and engage in outreach activities for local audiences on issues of priority concern in line with General Assembly resolutions 67/124 A and B, on questions relating to information. These resources will also provide funding for the rental and maintenance of the premises occupied by United Nation information centres at some locations. There is no significant change in the resource level from the previous biennium.

Other information

28.12 In line with General Assembly resolutions 64/259 and 58/269, the Department will continue to actively support the Secretary-General's priority of strengthening accountability. Evaluation activities are a constant factor in the course of shaping the work of the Department. Regular assessments help improve synergies and strengthen partnership efforts, streamline management decisions and harness new communication technologies. Ongoing monitoring of the Department's partnership initiatives led to nurturing new constituencies with NGOs and academic institutions. An evaluation of the Department's news and media highlighted the importance of an effective media distribution strategy which capitalizes on the use of mixed media based on a regional approach. As a result, the Department is considering technologies to aid the strategic positioning and access by broadcasters of the United Nations multimedia website and deploying more regionalized content.

28.13 Efficiency reviews have identified the need for stronger alignment among programmes and improved governance of information technologies and online tools within the Department. The increased use of social media platforms has amplified the Department's ability to communicate United Nations messages, broadening global engagement to levels not seen before. The ease of use and pervasiveness of social media also reveal the need for greater internal coordination and the need for the Department to avail itself of robust monitoring, risk and content management tools. Recent assessments of the use of online tools for communications campaigns revealed that departments could draw on synergies while designing a web presence, with the Department of Public Information supporting the communications campaign aspect rather than creating parallel avenues.

28.14 Resources identified for the conduct of monitoring and evaluation total $1,138,400: $1,129,400 under the regular budget, equivalent to 114 work-months of staff (76 work-months at the Professional level and 38 work-months at the General Service level). Extrabudgetary resources in the amount of $9,000 are also identified for this purpose. The main evaluation activities planned for 2014-2015 include evaluation of the use by United Nations information centres of social media in the dissemination of United Nations messages, user surveys of the Dag Hammarskjöld Library and analysis of partnerships with external organizations.

28.15 During the biennium 2014-2015, the Department will increase collaboration with other United Nations funds and programmes, including the co-production of feature stories on United Nations issues, which will lower production and distribution costs.

28.16 The issue of publications as part of the programme of work has been reviewed in the context of each subprogramme. It is anticipated that recurrent and non-recurrent publications will be issued as summarized in table 28.7 below and as described in the output information for each subprogramme. The reduction in the number of publications is mainly due to the discontinuation of the 48 (twice-monthly) printed issues of the *United Nations Development Business* procurement publication, as the content is now disseminated online.

Table 28.7 **Summary of publications**

	2010-2011 actual			*2012-2013 estimate*			*2014-2015 estimate*		
	Print	*Electronic*	*Print and electronic*	*Print*	*Electronic*	*Print and electronic*	*Print*	*Electronic*	*Print and electronic*
Recurrent	–	–	71	–	–	63	1	–	11
Non-recurrent	–	–	–	–	–	–	–	–	–
Total	–	–	**71**	–	–	**63**	**1**	–	**11**

A. Executive direction and management

Resource requirements (before recosting): $3,493,300

28.17 The Under-Secretary-General for Communications and Public Information is responsible for the overall direction and strategic management of United Nations communications and public information, both at Headquarters and in the field. The Under-Secretary-General establishes departmental policies and guidelines, deals with specific policy and management issues and problems, and is responsible for the administrative, financial and personnel management of the Department. Furthermore, the Under-Secretary-General is responsible for the direction of committee liaison functions performed by the Department with regard to intergovernmental bodies, such as the Committee on Information, and the United Nations Communications Group.

28.18 The Under-Secretary-General evaluates and reports on the programme performance of the Department through the Evaluation and Communications Research Unit. The Unit is responsible for assessing the impact of public information programmes and activities. The Unit provides expertise in analysing media coverage and collecting data on target audience needs.

28.19 The systematic evaluation of the Department's main product and service lines has enabled the Department to clearly articulate the ways by which it promotes an enhanced understanding of the work of the Organization.

Table 28.8 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To support the work of the Secretary-General and the substantive purposes of the United Nations by strategically communicating the activities and concerns of the Organization to achieve the greatest public impact

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Programme of work is effectively managed	(a) Timely delivery of outputs and services
	Performance measures
	2010-2011: 100 per cent
	Estimate 2012-2013: 100 per cent
	Target 2014-2015: 100 per cent
(b) Increased timeliness of submission of documentation	(b) Maintain the percentage of pre-session documents submitted in accordance with the required deadline
	Performance measures
	2010-2011: 100 per cent
	Estimate 2012-2013: 100 per cent
	Target 2014-2015: 100 per cent
(c) A strengthened culture of communication and coordination in public information within the Secretariat and among United Nations system partners	(c) Maintain usefulness of the United Nations Communications Group
	Performance measures
	2010-2011: 87 per cent
	Estimate 2012-2013: 88 per cent
	Target 2014-2015: 88 per cent

External factors

28.20 The Office of the Under-Secretary-General is expected to achieve its objectives and expected accomplishments on the assumption that intergovernmental bodies and other stakeholders continue to support the work of the Department of Public Information.

Outputs

28.21 During the biennium 2014-2015, the following outputs will be delivered: servicing of intergovernmental and expert bodies (regular budget): parliamentary documentation: inputs to various substantive reports to be submitted to the subsidiary bodies of the General Assembly and the Economic and Social Council on the public information activities carried out by the Department, including the network of United Nations information centres, pursuant to the mandates established by the General Assembly (2).

28.22 The distribution of resources for executive direction and management is reflected in table 28.9 below.

Table 28.9 **Resource requirements: executive direction and management**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	3 366.5	3 210.7	12	11
Non-post	207.6	282.6	–	–
Total	**3 574.1**	**3 493.3**	**12**	**11**

28.23 The amount of $3,493,300 provides for six Professional and five General Service (Other level) posts and related non-post resources appearing broadly under contractual services, travel of staff, other staff costs and other operational requirements, which will enable the Office of the Under-Secretary-General to undertake its responsibilities for the overall direction and strategic management of the Department. The component comprises the Office of the Under-Secretary-General (1 USG, 1 D-1, 1 P-5 and 3 General Service (Other level)) and the Evaluation and Communications Research Unit (1 P-4, 1 P-3, 1 P-2 and 2 General Service (Other level)).

28.24 The net decrease of $80,800 relates mainly to the proposed redeployment of one General Service (Other level) post in the Office of the Under-Secretary-General to subprogramme 2, News services, to strengthen the Web Services Section, offset by an increase in contractual services related to the development of an enterprise-level social media platform to improve self-evaluation and better support the delivery of United Nations strategic communications efforts in multiple languages at the global and country levels. Such social media content management and the related analytical services will allow the Department to amplify United Nations communications and improve its reporting to Member States.

B. Programme of work

28.25 The distribution of resources by subprogramme is reflected in table 28.10 below.

Table 28.10 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars)		*Posts*	
	2012-2013	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
1. Strategic communications services	73 012.2	70 424.0	343	333
2. News services	65 923.8	65 469.6	206	218
3. Outreach and knowledge services	39 386.9	38 687.1	148	145

	Resources (thousands of United States dollars)		*Posts*	
	2012-2013	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Special conferences	–	365.0	–	–
Subtotal	**178 322.9**	**174 945.7**	**697**	**696**
Other assessed	1 446.7	1 446.7	4	4
Extrabudgetary	4 332.1	4 332.1	10	10
Total	**184 101.7**	**180 724.5**	**711**	**710**

Subprogramme 1
Strategic communications services

Resource requirements (before recosting): $70,424,000

28.26 Substantive responsibility for the subprogramme is vested within the Strategic Communications Division which consists of the Communications Campaigns Service, the Information Centres Service, the network of United Nations information centres, information components and the coordinating functions for the United Nations Communications Group.

28.27 In an effort to strengthen and better support the Department's outreach to Member States, the committee liaison function of the Committee Liaison Unit has been transferred to subprogramme 3, Outreach and knowledge services. The Unit's remaining coordination function, United Nations system communications, continues to be located under subprogramme 1, Strategic communications services.

28.28 The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 1, Strategic communications services, of programme 24, Public information, of the biennial programme plan for the period 2014-2015.

Table 28.11 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To broaden understanding of and support for the work of the United Nations on the priorities given by Member States including communications support for United Nations events and initiatives decided upon by them

Expected accomplishments of the Secretariat	**Indicators of achievement**
(a) Improved quality of media coverage on the priorities decided upon by Member States	(a) Increased percentage of articles that contain United Nations messages on priorities decided upon by Member States *Performance measures* 2010-2011: 53 per cent Estimate 2012-2013: 54 per cent Target 2014-2015: 55 per cent

(b) Increased reach of the online components of communications campaigns on priority themes	(b) Increased number of members of the general public reached through media *Performance measures* (Number of followers/fans of the subprogramme's social media accounts) 2010-2011: 1 million Estimate 2012-2013: 2 million Target 2014-2015: 4 million
(c) Improved understanding at the local level of work carried out by the United Nations	(c) (i) Higher percentage of target audiences indicating improved understanding of the United Nations *Performance measures* 2010-2011: 71 per cent Estimate 2012-2013: 72 per cent Target 2014-2015: 73 per cent (ii) Increased number of visitors to the subprogramme's websites *Performance measures* (Average number of monthly visitors) 2010-2011: 1.1 million Estimate 2012-2013: 1.4 million Target 2014-2015: 1.6 million (iii) Increased number of informational materials and United Nations publications available in local languages *Performance measures* (Number of informational materials) 2010-2011: 6,600 Estimate 2012-2013: 6,800 Target 2014-2015: 6,900

External factors

28.29 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that civil society institutions, redisseminators and other partners are able to participate

in collaborative efforts of the United Nations, including at the local level. In addition, political and other external developments may significantly affect the level of media interest in priority thematic issues of the United Nations. The sample social media platforms currently being used could also become obsolete, which may affect the outreach efforts. Lack of or impeded access to the Internet due to security conditions or the country's infrastructure could affect the outreach efforts of the United Nations information centres and their ability to provide accurate website statistics.

Outputs

28.30 During the biennium 2014-2015, the following outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies (regular budget): parliamentary documentation: input to reports on public information activities related to human rights submitted to the General Assembly and the Economic and Social Council (2); reports and inputs to the annual reports on activities relating to the work of the Department submitted to the Committee on the Exercise of the Inalienable Rights of the Palestinian People (2); and the Special Committee on the Situation with regard to the Implementation of the Declaration on the Granting of Independence to Colonial Countries and Peoples (2);

(b) Other substantive activities (regular budget):

(i) Recurrent publications: The United Nations and the Question of Palestine (in six official languages) (1);

(ii) Exhibits, guided tours, lectures: lectures, briefings, seminars and video screenings on United Nations issues and themes for Government officials, representatives of the media, NGOs, educational institutions and other audiences, including exhibits at the national level (1);

(iii) Booklets, fact sheets, wallcharts, information kits:

a. Background note on peacekeeping operations and political and peacebuilding missions (1);

b. Development and dissemination of information materials designed for media outreach and for a general audience for distribution in the official languages of the United Nations and, through the network of United Nations information centres, in local languages (5);

c. Manuals, guidelines, reference tools and other materials to assist the work of staff in the network of United Nations information centres and services and United Nations field offices, including online updates of the United Nations Information Centre Manual and the United Nations Information Centres Directory (1);

d. Responses to public and media requests for information on United Nations priority thematic issues (1);

(iv) Press releases, press conferences:

a. Development of media outreach programmes, including soliciting media interviews, writing and placing opinion articles on thematic issues and developing and disseminating information materials (4);

b. Organization and promotion of press conferences, briefings, round tables and panel discussions at the international, regional and national levels as part of a communications strategy to publicize United Nations activities, events, publications and reports, to explain the outcome of negotiations or other United

Nations activities on thematic issues and to assist organizations of the United Nations system with their public information outreach programmes (4);

c. Regular and ad hoc monitoring of local media and transmission to Headquarters of articles or summaries of articles and daily and/or weekly press reviews featuring major United Nations issues (1);

(v) Special events:

a. Development of strategic outreach activities, events and conferences to promote a specific priority issue or special observance of the United Nations and to strengthen partnerships between the United Nations and the media, civil society and other advocates at the international and national levels (5);

b. Educational programmes at the national level, such as Model United Nations conferences, or support in the development of curricula on the United Nations (1);

(vi) Technical material:

a. Development and updating of content of websites and portals on priority issues for which the Department of Public Information plays a coordinating role (3);

b. Maintenance of an internal, field-oriented website, the Strategic Communications Network, for coordination, information-sharing and interaction within the Strategic Communications Division at Headquarters and in the field (1);

c. Maintenance of electronic lists of selected international media to enable strategic targeting via electronic and other means, including through personal contacts, to inform journalists about the work of the United Nations on priority thematic issues (1);

d. Maintenance of the United Nations Communications Group website (1);

e. Use of social media platforms to amplify the reach of communications campaigns to members of the general public (1);

f. Maintenance of the United Nations information centres website (1);

g. Strategic analysis and assessment of global communications campaigns on priority issues through targeted media monitoring and news clippings gathered by the Strategic Communications Division (2);

(vii) Substantive servicing of inter-agency meetings:

a. Cooperation and information-sharing with the United Nations system, through United Nations country teams, with regional organizations and with NGOs (1);

b. Development of global communications strategies and information programmes on priority issues and for major conferences and summits, through consultation with substantive offices and departments, to identify the main activities/events for promotion and coverage by the Department and the relevant tools to implement the strategies, such as promotional and information products and activities as well as determining time frames for implementation and production of the related activities and materials (3);

c. Inter-agency coordination with regard to specific priority communications campaigns through, among other things, meetings and task forces of the United Nations Communications Group and within the Department, including with the

network of United Nations information centres, to ensure the implementation of thematic information programmes (1);

d. Maintenance of policy and programme coordination with the United Nations Development Programme in the management of information centres, in particular where the Resident Coordinator serves as Director of the United Nations Information Centre (1);

e. Substantive servicing and documentation of the weekly meetings at Headquarters and the two-day annual session of the United Nations Communications Group (2);

(c) Technical cooperation (regular budget and other assessed):

(i) Advisory services: development of strategic communications advice and planning tools for peace operations to assist their information components in the formulation of information strategies (1); and participation in task forces related to peace operations (1);

(ii) Training courses, seminars and workshops:

a. Group training in the field or at Headquarters for United Nations information centre directors, national information officers, library assistants, administrative assistants and staff of information components of peacekeeping and peacebuilding missions (4);

b. Training programme at Headquarters for Palestinian journalists and radio and television broadcasters (2);

c. Training workshops or field trips for journalists to United Nations project sites, in cooperation with the local United Nations system partners, for local journalists in order to promote better understanding of United Nations issues, and organization of training sessions for local United Nations librarians (4).

28.31 The distribution of resources for subprogramme 1 is reflected in table 28.12 below.

Table 28.12 **Resource requirements: subprogramme 1**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	58 302.3	56 115.0	343	333
Non-post	14 709.9	14 309.0	–	–
Subtotal	**73 012.2**	**70 424.0**	**343**	**333**
Other assessed	931.0	931.0	2	2
Extrabudgetary	1 588.7	1 588.7	–	–
Total	**75 531.9**	**72 943.7**	**345**	**335**

28.32 Resources in the amount of $70,424,000 will provide for 83 posts in the Professional category, 40 posts in the General Service category, 157 Local level posts, 53 National Professional Officer posts and related non-post resources. The decrease of $2,588,200 is primarily due to the harmonization of the Department's organizational structure with its broader vision, as reflected in table 28.6, item 1.

28.33 The subprogramme is supported by projected other assessed resources amounting to $931,000, including two posts in the Professional category that will be utilized to support public information activities in peacekeeping missions. The subprogramme is also supported by projected extrabudgetary resources amounting to $1,588,700. The volume of other assessed and extrabudgetary resources in comparison to the biennium 2012-2013 remains largely unchanged.

28.34 The programme of activities under subprogramme 1, Strategic communications services, is carried out by the Strategic Communications Division and the United Nations information centres, services and information components at United Nations offices. The requirements for each of the above components are set out in tables 28.13 to 28.18 below.

Table 28.13 **Resource requirements: Strategic Communications Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	13 970.2	13 456.5	54	52
Non-post	1 407.8	1 293.8	–	–
Subtotal	**15 378.0**	**14 750.3**	**54**	**52**
Other assessed	931.0	931.0	2	2
Total	**16 309.0**	**15 681.3**	**56**	**54**

28.35 The amount of $14,750,300, representing a net decrease of $627,700, provides for 29 posts in the Professional category and 23 posts in the General Service (Other level) category and related non-post resources. The decrease is mainly related to the proposed redeployment of one P-4 post to subprogramme 3, Outreach and knowledge services, to perform the committee liaison functions moved to that subprogramme and the proposed abolishment of one General Service (Other level) post of Graphic Arts Assistant, based on the review of the workloads and the Department's ability to redistribute the functions.

28.36 The components relating to the Strategic Communications Division include (a) Strategic Communications (1 D-2, 1 D-1, 3 P-5, 4 P-4, 6 P-3, 4 P-2 and 10 General Service (Other level)); (b) Information Centres Service (1 D-1, 2 P-5, 3 P-4, 2 P-3, 2 P-2 and 13 General Service (Other level)); and (c) the outreach programme entitled "The Rwanda Genocide and the United Nations", mandated by the General Assembly under resolutions 60/255 and 62/96.

Table 28.14 **Resource requirements: information activities on the question of Palestine**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	–	–	–	–
Non-post	638.8	638.8	–	–
Total	**638.8**	**638.8**	**–**	**–**

28.37 The amount of $638,800 provides for (a) the travel of journalists to attend the annual training programme for Palestinian media practitioners; (b) travel for participants to the annual International Media Seminar on Peace in the Middle East; (c) travel of staff to support the annual training programme for Palestinian media practitioners; and (d) contractual services for external printing and translation services; general operating expenses relating to conference facilities; and stationery and office supplies.

Table 28.15 **Resource requirements: United Nations Information Service at Geneva**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	7 303.7	7 303.7	23	23
Non-post	1 606.9	1 366.7	–	–
Total	**8 910.6**	**8 670.4**	**23**	**23**

28.38 The amount of $8,670,400 provides for (a) the continuation of 23 posts (1 D-1, 2 P-5, 3 P-4, 2 P-3, 3 P-2/1, 1 General Service (Principal level) and 11 General Service (Other level)) ($7,303,700), responsible for providing press and audiovisual coverage of major meetings and events, production of news (television, radio and Internet) programmes, public relations services, and coordination of public information actions with United Nations organs, specialized agencies and other entities based in Geneva; and (b) non-post requirements of $1,366,700, reflecting a decrease of $240,200 due largely to reduced requirements for general temporary assistance, contractual services and general operating expenses.

Table 28.16 **Resource requirements: United Nations Information Service at Vienna**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	2 420.9	2 420.9	10	10
Non-post	277.8	232.0	–	–
Total	**2 698.7**	**2 652.9**	**10**	**10**

28.39 The requirements of $2,652,900 will provide for the continuation of 10 posts (1 D-1, 1 P-4, 2 P-3, 1 P-2/1, 1 General Service (Principal level) and 4 General Service (Other level)) ($2,420,900), and related non-post resources ($232,000) to provide press coverage and public relations services with outreach to not only the media but also civil society in Austria, Hungary, Slovakia and Slovenia. The service also coordinates public information actions with United Nations organs, specialized agencies and other entities based in Vienna to ensure a unified message.

Table 28.17 **Resource requirements: United Nations field offices, information component**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	1 899.6	1 256.4	10	8
Non-post	702.8	675.0	–	–
Total	**2 602.4**	**1 931.4**	**10**	**8**

28.40 The amount of $1,931,400, reflecting a reduction of $671,000, provides for 8 posts (1 P-4 and 7 National Professional Officers) ($1,256,400) and related non-post resources ($675,000) to support eight field offices in Armenia, Azerbaijan, Belarus, Eritrea, Georgia, Kazakhstan, Ukraine and Uzbekistan in carrying out information activities. The net decrease of $643,200 in post resources relates to the proposed abolishment of two P-5 posts, as reflected in table 28.6, item 1; partly offset by the proposed reclassification in Armenia and Azerbaijan of two Local level posts of Information Assistant to the National Information Officer level. The functions previously undertaken by the P-5 officers will be undertaken by the National Information Officers, working closely with the United Nations country team, under the guidance of the resident coordinators. The proposal is in line with the recommendations of the Advisory Committee on Administrative and Budgetary Questions which noted the need to promote the widest possible use of national staff at both the Professional and General Service levels, and encouraged a sustained effort to attract and employ that category of personnel wherever practical and feasible (see A/60/7, paras. 70 and 71).

Table 28.18 **Resource requirements: United Nations information centres**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	32 707.9	31 677.5	246	240
Non-post	10 075.8	10 102.7	–	–
Subtotal	**42 783.7**	**41 780.2**	**246**	**240**
Other assessed	–	–	–	–
Extrabudgetary	1 588.7	1 588.7	–	–
Total	**44 372.4**	**43 368.9**	**246**	**240**

28.41 The amount of $41,780,200 provides for 240 posts (7 D-1, 14 P-5, 8 P-4, 8 P-3, 157 Local level and 46 National Professional Officer) ($31,677,500) and related non-post resources ($10,102,700). The decrease of $1,030,400 in post resources is mainly due to (a) the proposed downward reclassification in the information centre in Mexico of the D-1 post to P-5; (b) the proposed abolishment of one P-4 post of Information Officer in the information centre in Mexico; (c) the proposed abolishment of one P-4 post of Information Officer in the information centre in Pretoria; and (d) the proposed abolishment of four Local level posts in the information centres in Accra, Moscow, Panama City and Washington, D.C. The proposed abolishment of posts is based on the

harmonization of the Department's organizational structure with its broader vision, as reflected in table 28.6, item 1.

28.42 The subprogramme is supported by projected extrabudgetary resources amounting to $1,588,700 contributed by certain host countries, which will be utilized in support of public information activities in the information centres in those countries.

Subprogramme 2
News services

Resource requirements (before recosting): $65,469,600

28.43 Substantive responsibility for the subprogramme is vested primarily within the News and Media Division, supported by the Office of the Spokesperson for the Secretary-General. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 2, News services, of programme 24, Public information, of the biennial programme plan for the period 2014-2015.

Table 28.19 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To strengthen support for the United Nations through information products and news services

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Increased utilization by media organizations and other users of news, information and related multimedia products about the United Nations	(a) (i) Increased number of users of Internet-based United Nations products *Performance measures* (Internet downloads of radio programmes) 2010-2011: 2.4 million Estimate 2012-2013: 3.1 million Target 2014-2015: 3.2 million (Internet downloads of television programmes) 2010-2011: 23,206 Estimate 2012-2013: 85,000 Target 2014-2015: 90,000 (Internet downloads of high-resolution photographs) 2010-2011: 138,972 Estimate 2012-2013: 210,000 Target 2014-2015: 275,000

(Average monthly visitors to News Centre websites)

2010-2011: 380,412

Estimate 2012-2013: 477,855

Target 2014-2015: 550,000

(Average monthly visitors to www.un.org)

2010-2011: 1.8 million

Estimate 2012-2013: 2.3 million

Target 2014-2015: 2.5 million

(Social Media Views — Photos)

2010-2011: 1.5 million

Estimate 2012-2013: 1.8 million

Target 2014-2015: 2 million

(Social Media Views — Video)

2010-2011: 6.8 million

Estimate 2012-2013: 7.7 million

Target 2014-2015 8.4 million

(Number of followers/fans of subprogramme social media accounts)

2010-2011: 1.5 million

Estimate 2012-2013: 3.5 million

Target 2014-2015 4.8 million

(ii) Increased partnerships with radio and television, broadcasters and rebroadcasters, by language and by region

Performance measures

(Number of broadcast stations)

2010-2011: 594

Estimate 2012-2013: 780

Target 2014-2015: 800

(b) Timely access by news organizations and other users to daily meeting-coverage press releases, television packages, photos and other information products	(b) Maintenance of the current percentage of products meeting deadlines to ensure their relevance to end users *Performance measures* (Percentage of products meeting deadlines) 2010-2011: 87.5 per cent Estimate 2012-2013: 88 per cent Target 2014-2015: 88 per cent

External factors

28.44 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that national and international media organizations will participate in partnerships and co-productions and that political, economic and other factors will enable media organizations to access and redisseminate United Nations information material.

Outputs

28.45 During the biennium 2014-2015, the following outputs will be delivered:

(a) Other substantive activities (regular budget):

(i) Booklets, fact sheets, wallcharts, information kits:

a. Publication of the United Nations Daily News bulletin (print), based on coverage provided by the United Nations News Service on the web (1);

b. Publication of the annual General Assembly press kit (2);

(ii) Press releases, press conferences:

a. Arranging of press conferences for the Secretary-General, the Deputy Secretary-General, other senior United Nations officials and representatives of Member States and of the United Nations system (1);

b. Coordination of the placement of opinion pieces and other articles by the Secretary-General and senior United Nations officials on media platforms around the world (1);

c. Production and dissemination to the media, delegations and the general public of press releases, backgrounders and round-ups, as well as of the speeches and statements of the Secretary-General, the Deputy Secretary-General and President of the General Assembly (1);

d. Organization of briefings (including arranging briefing programmes and background briefings by senior United Nations officials), interviews and other direct outreach, including the issuance of media alerts, for media correspondents and journalists (1);

e. Issuance of briefing notes on press conferences and briefings by the Secretary-General, the Deputy Secretary-General, delegations and other senior Secretariat and United Nations officials, including daily briefings by United Nations spokespersons (1);

f. Production of press reviews of major developments in the news, on a regular basis and as requested by senior United Nations officials (1);

g. Provision of accreditation and liaison services and distribution of official documents to media representatives in connection with their coverage of United Nations activities, including media liaison for the Secretary-General (1);

h. Provision of coverage and production of press releases on open meetings of the General Assembly and the Economic and Social Council and their subsidiary bodies, Security Council proceedings and other intergovernmental meetings held at United Nations offices, and coverage of United Nations conferences and special events (1);

i. Provision of information, in electronic format, to senior United Nations officials and other staff, of daily press clippings and news bulletins of international news stories and United Nations-related articles in the media (1);

(iii) Audiovisual resources:

a. Coverage by the United Nations News Service, through continuous updating on United Nations websites and publication of a daily news digest, of breaking United Nations stories and other related developments at Headquarters and around the world (1); coverage on United Nations news websites of "Stories the World Should Hear More About" (1);

b. Development of distribution partnerships with a wide variety of media outlets — traditional and new media — to disseminate United Nations messages (1);

c. Development, maintenance and coordination of several major areas of the United Nations website in all official languages, including its top-level pages, web pages of the Secretary-General and the Spokesperson and segments of the site that feature news and audiovisual content, such as the United Nations News Centre portal and the multimedia pages providing access to the Department's television, video, radio and photo products and services (1);

d. Live and on-demand webcast coverage of United Nations meetings (such as the General Assembly, the Security Council and the Economic and Social Council), conferences, briefings and other events (1);

e. Maintenance of the media asset management system, the networked interactive content access system and the tape management system, and provision of information technology support for the unmultimedia.org website, application design and development, maintenance and troubleshooting multimedia applications (1); maintenance, preservation and conservation of United Nations audio and visual archival materials, and provision of photo, audio and visual library services (1); operation, management and maintenance of television and radio studios and facilities (1);

f. Photo coverage of the activities of the Secretary-General and the Deputy Secretary-General at Headquarters and in the field for distribution to news organizations, Member State delegations and posting on various United Nations web pages; photo coverage of General Assembly, Security Council and Economic and Social Council plenary meetings, summits, high-level conferences, media events, special events, portraits and group photos; photo coverage of the activities at Headquarters of the President of the General Assembly (2);

g. Production and dissemination of multimedia (radio, video and social) content daily in six official languages, plus Portuguese and Kiswahili, which includes news, features and programmes (daily and monthly) (1); production and dissemination of weekly, biweekly and monthly radio programmes in four non-official languages (Bangala, Bahasa Indonesia, Hindi and Urdu) (1);

h. Production and packaging of video materials, features and programmes related to the work of the Organization, including "United Nations in Action", "21st Century", "Year in Review", and ad hoc co-productions with United Nations system agencies and other organizations (8); television coverage of General Assembly, Security Council and other meetings, and other events and activities, including those featuring the Secretary-General, for distribution to news organizations (1);

i. Broadcasting via the United Nations Television Channel of both live and recorded coverage from Headquarters and of recorded narrative programmes produced by United Nations Television and Video, United Nations system agencies and funds to a worldwide audience (1);

j. UNiFEED — Production of television news packages of video from United Nations Television and other providers in the United Nations system, distributed six days a week via Associated Press Television and satellite feed to television stations throughout the world; the news packages are also available for broadcast-quality downloads (1).

28.46 The distribution of resources for subprogramme 1 is reflected in table 28.20 below.

Table 28.20 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	49 896.9	54 473.0	206	218
Non-post	16 026.9	10 996.6	–	–
Subtotal	**65 923.8**	**65 469.6**	**206**	**218**
Other assessed	515.7	515.7	2	2
Extrabudgetary	–	–	–	–
Total	**66 439.5**	**65 985.2**	**208**	**220**

28.47 Resources in the amount of $65,469,600 will provide for 128 Professional and 90 General Service (Other level) posts and related non-post resources. The net decrease of $454,200 is broadly related to reductions in contractual services, general operating expenses and furniture and equipment, as reflected in table 28.6, item 2.

28.48 The subprogramme is supported by projected other assessed resources amounting to $515,700, including two posts that will be utilized to support public information activities in peacekeeping missions. The volume of other assessed resources in comparison to the biennium 2012-2013 remains largely unchanged.

28.49 The distribution of resources between the two main organizational units responsible for subprogramme 2, News services, is set out in tables 28.21 and 28.22 below.

Table 28.21 **Resource requirements: Office of the Spokesperson for the Secretary-General**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	3 308.1	3 252.2	12	12
Non-post	288 9	285 9	–	–
Total	**3 597.0**	**3 538.1**	**12**	**12**

28.50 The amount of $3,538,100 provides for 12 posts (1 D-2, 1 P-5, 2 P-4, 2 P-3, 2 General Service (Principal level) and 4 General Service (Other level)) and related non-post resources, responsible for informing the Secretary-General of major breaking news stories from around the world and providing advice on media relations to the Secretary-General, the Deputy Secretary-General and senior Secretariat officials. The decrease of $55,900 under post resources is due to the proposed downward reclassification of the post of Deputy Spokesperson from D-1 to P-5, based on a review of the functions commensurate with the workload of the post. Non-post requirements amounting to $285,900 would cover travel of staff to accompany the Secretary-General on missions, contractual services to cover subscriptions to online news agency services, and other general operating requirements.

Table 28.22 **Resource requirements: News and Media Division**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	46 588.8	51 220.8	194	206
Non-post	15 738.0	10 710.7	–	–
Subtotal	**62 326.8**	**61 931.5**	**194**	**206**
Other assessed	515.7	515.7	2	2
Extrabudgetary	–	–	–	–
Total	**62 842.5**	**62 447.2**	**196**	**208**

28.51 The amount of $61,931,500, representing a net reduction of $395,300, provides for 206 posts (1 D-2, 3 D-1, 6 P-5, 31 P-4, 54 P-3, 27 P-2/1, 4 General Service (Principal level) and 80 General Service (Other level)) ($51,220,800) and non-post resources ($10,710,700) broadly related to general temporary assistance, contractual services, other staff costs, and other general operating requirements. The net increase of $4,632,000 under posts is due to:

(a) The proposed conversion of 12 general temporary assistance Press Officer positions (P-3) to established posts, in line with the view of the Advisory Committee on Administrative and Budgetary Questions that all positions required for the performance of functions of a continuing nature should be budgeted in the United Nations regular budget and reflected in the staffing tables of the Secretariat (see A/50/7/Add.2, para. 14). The Press Officers produce,

on a daily basis, speaker-by-speaker coverage of meetings of the Security Council, the General Assembly, the Economic and Social Council and other intergovernmental bodies, while making decisions in real time as to which issues deserve focus and exercising political judgement and sensitivity. With only three established posts, the Department cannot meet mandated coverage requirements without the 12 additional posts with functions of a continuing nature;

(b) The delayed impact relating to 13 new posts established in the biennium 2012-2013 pursuant to General Assembly resolution 66/246, offset by the proposed abolishment of one P-3 post of English Radio Producer due to harmonization of the Department's organizational structure with its broader vision, as reflected in table 28.6, item 2.

28.52 The net decrease of $5,027,300 under non-post resources is mainly attributable to (a) a reduction in general temporary assistance by the full amount of the cost of the 12 posts proposed for conversion; and (b) reductions under contractual services, as reflected in table 28.6, item 2.

28.53 The subprogramme is supported by projected other assessed resources amounting to $515,700, including two temporary posts, one P-2 and one General Service (Other level), which will be utilized to support public information activities in peacekeeping missions. The volume of other assessed resources in comparison to the biennium 2012-2013 remains largely unchanged.

Subprogramme 3
Outreach and knowledge services

Resource requirements (before recosting): $38,687,100

28.54 Substantive responsibility for the subprogramme is vested within the Outreach Division which includes the following sections: Knowledge Solutions and Design; NGO Relations and Advocacy; Education Outreach (inter alia, the Holocaust remembrance and the Victims of Slavery and the Transatlantic Slave Trade remembrance); Publications and Editorial; Sales and Marketing; Visitors' Services; and the Dag Hammarskjöld Library. The Division also includes the secretariat of the Exhibits Committee and the Publications Board, as well as the liaison function with the Committee on Information and the Fourth Committee. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 3, Outreach and knowledge services, of programme 24, Public information, of the biennial programme plan for the period 2014-2015.

Table 28.23 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To enhance understanding of the role, work and concerns of the United Nations, and to encourage the exchange of ideas, information and knowledge in support of the goals of the Organization

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Broader reach of United Nations information through various media and services and through expanded partnerships with other entities	(a) (i) Increased partnerships with United Nations entities as well as external organizations *Performance measures* (Partnerships) 2010-2011: 2,856 Estimate 2012-2013: 3,100 Target 2014-2015: 3,200 (ii) Increased number of non-governmental organizations from developing countries and countries with economies in transition receiving information from the Department *Performance measures* (NGO partners from developing countries and countries with economies in transition associated with the Department) 2010-2011: 164 Estimate 2012-2013: 201 Target 2014-2015: 246 (iii) Increased number of visitors to the subprogramme's websites *Performance measures* (Average number of monthly visitors to the subprogramme's websites) 2010-2011: 252,943 Estimate 2012-2013: 293,945 Target 2014-2015: 319,468

	(iv) Increased number of individual end-user downloads of publications and other outreach products *Performance measures* (Downloads and purchases of publications via the United Nations Publications website, partner sites and mobile applications) 2010-2011: 1,781,920 Estimate 2012-2013: 2,450,000 Target 2014-2015: 2,600,000
(b) Enhanced knowledge services and access to information that support the work of staff and delegates	(b) (i) Increase in use of knowledge services provided by the Dag Hammarskjöld Library in support of United Nations priorities *Performance measures* (Usage of external/commercial eResources fully financed by the Dag Hammarskjöld Library) 2010-2011: 218,920 Estimate 2012-2013: 251,780 Target 2014-2015: 264,369 *Performance measures* (Use of library consultative services) 2010-2011: 57,768 Estimate 2012-2013: 61,000 Target 2014-2015: 65,000 (ii) Increased internal communications through the use of iSeek and deleGATE *Performance measures* (Average number of monthly page views to iSeek and deleGATE) 2010-2011: 2,288,661 Estimate 2012-2013: 2,357,321 Target 2014-2015: 2,428,041

External factors

28.55 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that: (a) civil society institutions, redisseminators and other partners, including other organizations of the United Nations system, are able to collaborate with the Department; (b) academic interest in the principles, activities and concerns of the United Nations does not diminish; and (c) target audience access to services and programmes is not inhibited owing to infrastructure, security or other issues.

Outputs

28.56 During the biennium 2014-2015, the following outputs will be delivered:

(a) Servicing of intergovernmental and expert bodies (regular budget):

(i) Substantive servicing of meetings: two-week annual session of the Committee on Information (2);

(ii) Parliamentary documentation: reports and inputs to the annual reports on activities relating to the work of the Department submitted to the Fourth Committee (2); reports of the Committee on Information (2);

(b) Other substantive activities (regular budget):

(i) Recurrent publications:

a. *UN Chronicle* (English and French) (8);

b. *Basic Facts* (1);

c. *Yearbook of the United Nations* (1) (regular budget and extrabudgetary);

(ii) Exhibits, guided tours, lectures:

a. Briefing programmes organized on a broad range of United Nations topics for interested groups, either in-house, outside speaking engagements or videoconferences (4);

b. Conduct guided tours for the general public and special tours by arrangement (2);

c. Develop, install and maintain tour route at Headquarters (2);

d. Response to public inquiries, mainly by electronic means but also orally and by hard copy, on issues of concern to the United Nations, including the provision of special kits for teachers (2);

e. Select, design, organize and install exhibits at Headquarters (2);

f. Seminars, conferences and round tables, organized in partnership with United Nations departments, agencies and programmes and academia (2);

(iii) Booklets, fact sheets, wallcharts, information kits:

a. Develop and/or revise curriculum materials for classrooms about the United Nations and the global issues on its agenda (1),

b. Produce new or revised fact sheets, brochures, briefing papers, posters and booklets to respond to frequently asked questions and concerns and to inform the general public of United Nations activities (3);

(iv) Press releases, press conferences: press conferences and press releases to announce new ad hoc outreach partnerships and special events; exhibit openings; conferences and seminars (3);

(v) Special events:

a. Communications workshops for NGOs and orientation programme for newly associated NGOs (2);

b. Facilitate the participation of prominent personalities and other celebrities as advocates to promote United Nations programmes and increase outreach (2); UN4U — Annual outreach activity that commemorates United Nations Day with visits by United Nations speakers to outside venues (2);

c. A series of activities to commemorate the International Day of Remembrance of the Victims of Slavery and the Transatlantic Slave Trade (2);

d. Organization and implementation of the Department of Public Information/NGO Conference, including the final Conference report, booklet on the NGO workshops and DVD of the Conference (2);

e. Organization of special events and the promotion of observances of selected commemorative days and years in partnership with other United Nations departments, agencies and programmes, Governments and NGOs (2); United Nations Day Concert (2);

f. Programme of outreach on the subject of the "Holocaust and the United Nations" (2);

g. Projects initiated under the Creative Community Outreach Initiative resulting in the United Nations or a United Nations issue being featured in a film, television or theatre product (2);

h. Special student events such as the global videoconferences for United Nations observances, including related Facebook pages (2); annual Model United Nations training workshops for Model United Nations organizers, training materials and live video chats for all participants (2);

(vi) Technical material:

a. Compilation of the bibliography portion of the Juridical Yearbook, which is issued in both print and e-formats (1);

b. Serving as the secretariat of the United Nations System Electronic Information Acquisition Consortium, as well as coordinating the purchase and management of external online information resources (1);

c. Databases of United Nations statistics for educators and students (1);

d. Graphic design services for campaigns, conferences and publications (1);

e. Development and maintenance of iSeek, the United Nations Secretariat Intranet, and of deleGATE (1);

f. Digitization of selected sets of retrospective United Nations parliamentary documents in English, French and Spanish and uploading them to the Official Document System and the digital repository for purposes of access and preservation of digital documents (1);

g. *Index to Proceedings* online, covering the activities of the General Assembly, Security Council and Economic and Social Council (1);

h. Maintenance and expansion of the Dag Hammarskjöld Library website, including the continued integration of social media and various applications (1);

i. Maintenance and updating of various websites, such as those for the *UN Chronicle*, NGO Relations, Visitors' Services, United Nations Messengers of Peace, the Reham al Farra programme for journalists and broadcasters from developing countries and countries with economies in transition, and several other outreach activities (5);

j. Maintenance of the Dag Hammarskjöld Library computer hardware, software and databases (1);

k. NGO Directory: maintenance and updating of the database of NGOs associated with the Department;

l. Networking with United Nations system libraries through inter-agency meetings on knowledge-sharing and information management (1);

m. Online database of public speakers on United Nations issues (1);

n. Liaison services, including provision of direct and targeted research, information advice and assistance and personal information consultation to United Nations Secretariat staff members and representatives of Member States in support of their substantive work (1);

o. Preparation of the United Nations Bibliographic Information System (UNBISnet) Thesaurus for the retrieval of United Nations documents and publications in all formats (1);

p. Creation of metadata for library materials in all formats (1);

q. Provision of reference, research, loan and inter-library loan services, including responding to e-mail queries from users worldwide (1);

r. Selection and acquisition of information sources in print and electronic formats through both purchase and gift and exchange arrangements with institutional partners (1);

s. United Nations digital repository for the collection, management and preservation of United Nations publications and documents (1);

t. Management and preservation of the print collection of the Dag Hammarskjöld Library (1);

(b) Technical cooperation (regular budget):

(i) Advisory services: provision of advisory services and guidance on information issues to United Nations libraries, United Nations information centre libraries and United Nations depository libraries (2);

(ii) Training courses, seminars and workshops: provision of training programmes for delegates, staff of permanent missions, United Nations staff, government officials, depository librarians, NGOs and interns (2);

(iii) Organization of seminars and lectures for journalists and broadcasters from developing countries and countries with economies in transition, a six-week annual training programme mandated by the General Assembly (2).

28.57 The distribution of resources for subprogramme 3, Outreach and knowledge services, is reflected in table 28.24 below.

Table 28.24 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	34 361.3	33 857.3	148	145
Non-post	5 025.6	4 829.8	–	–
Subtotal	**39 386.9**	**38 687.1**	**148**	**145**
Other assessed	–	–	–	–
Extrabudgetary	2 743.4	2 743.4	10	10
Total	**42 130.3**	**41 430.5**	**158**	**155**

28.58 The amount of $38,687,100, reflecting a net decrease of $699,800, provides for 145 posts (1 D-2, 2 D-1, 5 P-5, 19 P-4, 24 P-3, 21 P-2/1 and 73 General Service (Other level)) ($33,857,300) and related non-post resources ($4,829,800).

28.59 The net decrease of $504,000 under post resources is attributable mainly to the proposed abolishment of one P-5, one P-2 and two General Service (Other level)) posts as a result of the structural review of the Outreach division, as reflected in table 28.6, item 3. The decrease is partially offset by the proposed inward redeployment from subprogramme 1 of one P-4 with Committee on Information liaison functions and the delayed impact of one new post which was established in the biennium 2012-2013 pursuant to General Assembly resolution 66/246.

28.60 The net decrease of $195,800 under non-post requirements broadly relates to reduced contractual services requirements for other specialized services as a result of efficiencies achieved through pooling of resources and taking full advantage of information and communications technologies.

28.61 Projected extrabudgetary resources totalling $2,743,400, inclusive of one Professional post and nine General Service (Other level) posts, will be utilized in support of various events and information materials, such as *United Nations Development Business*.

Special conferences

28.62 The non-recurrent provision of $365,000 relates to public information activities in support of special conferences scheduled for the biennium 2014-2015, inter alia, the Thirteenth United Nations Congress on Crime Prevention and Criminal Justice.

C. Programme support

Resource requirements (before recosting): $7,578,200

28.63 The Executive Office provides the administrative, managerial and programme support necessary for the implementation of the mandated activities of the Department of Public Information. It assists the Under-Secretary-General in the preparation of the biennial programme plan and priorities, the preparation, administration and monitoring of the programme budget and the management of trust funds and other assessed contributions and extrabudgetary resources; provides relevant support services for the efficient utilization of human resources; and plans, controls and coordinates requirements related to general office administration. It also handles the Department's information technology needs, including the maintenance and upgrading of computer equipment and user applications.

28.64 The distribution of resources for programme support is reflected in table 28.25 below.

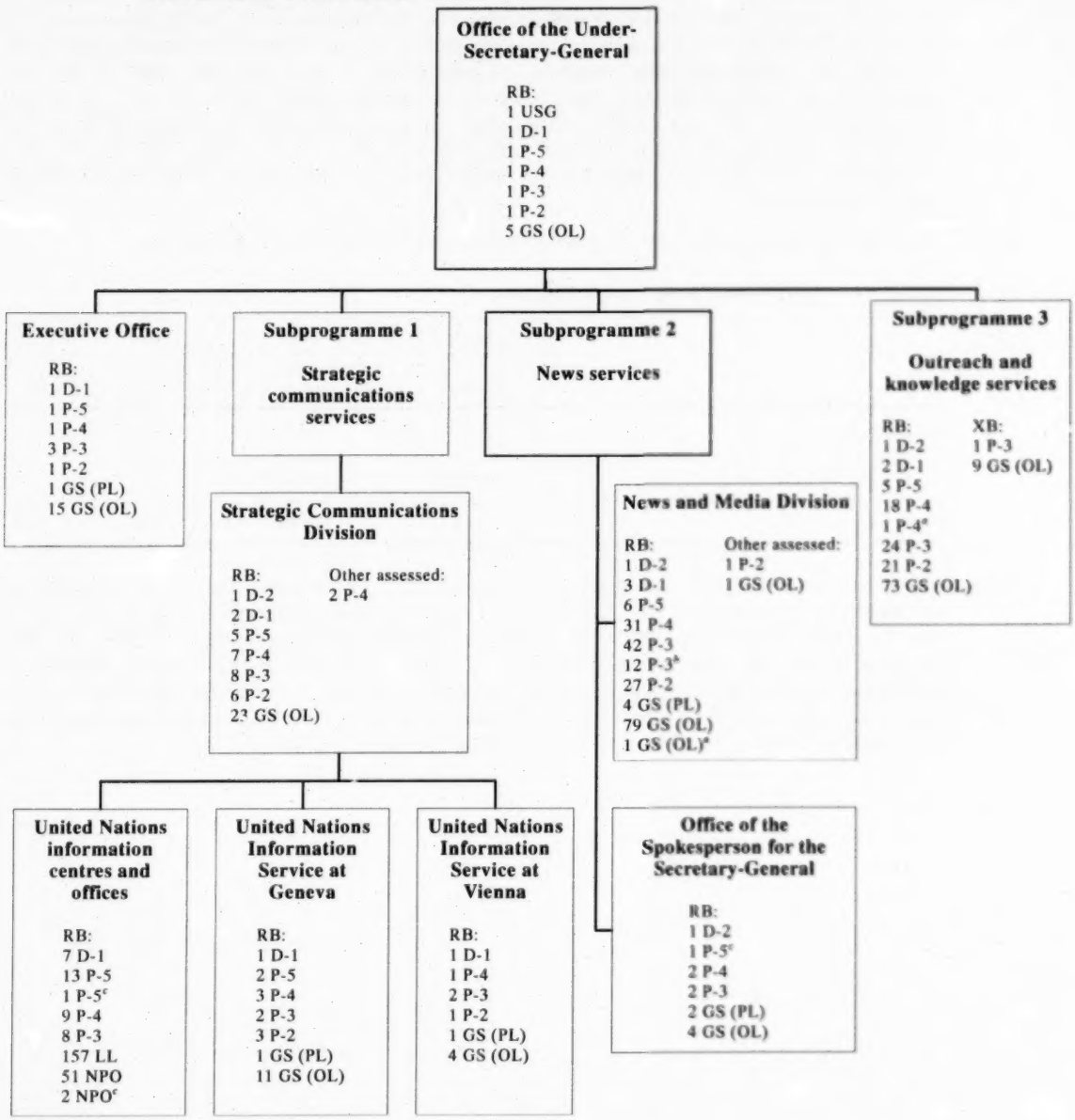
Table 28.25 **Resource requirements: programme support**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
Regular budget				
Post	4 913.2	4 913.2	23	23
Non-post	3 034.3	2 665.0	–	–
Total	**7 947.5**	**7 578.2**	**23**	**23**

28.65 The amount of $7,578,200, representing a net decrease of $369,300, provides for the continuation of 23 posts (1 D-1, 1 P-5, 1 P-4, 3 P-3, 1 P-2/1, 1 General Service (Principal level) and 15 General Service (Other level)) ($4,913,200) and related non-post requirements ($2,665,000). The net decrease of $369,300 under non-post resources is largely attributable to reduced requirements for contractual services and general operating expenses, following a review of the Department's requirements, and adjustments to the level of service agreements to be used, including rationalizing the number of network accounts serviced, as reflected in table 28.6, item 3.

Annex I

Organizational structure and post distribution for the biennium 2014-2015



[a] Redeployment.
[b] Conversion to posts from general temporary assistance.
[c] Reclassification.

Annex II

Summary of follow-up action taken to implement relevant recommendations of the oversight bodies

Brief description of the recommendation	*Action taken to implement the recommendation*
Advisory Committee on Administrative and Budgetary Questions (A/66/7)	
The Committee attaches importance to public information activities in the field, since they serve to promote greater public understanding of and support for the aims and activities of the United Nations by bringing information about the work of the Organization to people everywhere and by adapting that information for specific regional, national and local audiences. The Committee therefore urges the Secretary-General to fill all remaining vacancies in the field expeditiously (para. VII.10).	The Department of Public Information has a strong interest in filling posts expeditiously so that offices in United Nations information centres or Headquarters will not be short staffed for extended periods and the remaining staff unduly burdened. The Department advertises vacancies well before the posts become vacant in an effort to minimize the gap between outgoing and incoming staff. Delays in the filling of vacant posts are caused by a number of factors, including the need for classification review, translation and approval of the vacancy announcement, screening of participants and timely approval by central review bodies, among others. In the case of directors of United Nations information centres, it may take up to one year to obtain government approval. Efforts are under way to minimize the recruitment time required at each step by means of early planning, establishment of a time frame and division of labour among trained staff.
The Committee notes the wide range of monitoring and evaluation activities to be carried out by the Department of Public Information during the biennium 2012-2013. The Committee looks forward to receiving information on the outcome of those activities and any follow-up action taken, as well as an indication of lessons learned, in a future submission (para. VII.12).	Evaluation activities continuously shape the work of the Department by guiding synergies and streamlining management decisions. Following an evaluation of the global Model United Nations programme, the Department will shift its focus away from organizing its own Model United Nations conference and instead develop workshops for Model United Nations organizers, thereby streamlining efforts at United Nations Headquarters and reaching a larger number of participants around the world. Monitoring of the Department's partnership initiatives led to a review of the NGO weekly briefings programme, revealing the participants' satisfaction with the programme and their interest in using interactive online tools to

Brief description of the recommendation	*Action taken to implement the recommendation*
	facilitate their information dissemination efforts. Media analysis of the Department's communications campaign for the 2012 United Nations Conference on Sustainable Development revealed that the event was more generally recognized as a United Nations Conference than were previous global environmental conferences. The analysis also revealed that almost one half of the media coverage included United Nations messages on key priority issues. Efficiency reviews have fostered alignment among programmes and stronger governance of information technologies and online tools within the Department. Assessments of online tools show user satisfaction with the Department's numerous websites while highlighting the need to sustain a high level of performance to offer timely access to the products and services of the Department/United Nations and dynamic interaction with audiences. The increased use of social media platforms has amplified the Department's ability to communicate United Nations messages that broaden global engagement to levels not seen before. The ease of use and pervasiveness of social media also revealed the need for greater internal coordination at Headquarters and in the field, and the need for the Department to avail itself of robust monitoring tools.
The Committee welcomes the attention given by the Department to promoting the work of the Organization among young people. The Committee expects that the Secretary-General will continue his efforts in this regard and pursue new opportunities for engagement with youth. In the Committee's view, the effective use of new media should be an important part of those efforts (para. VII.13).	The Department has significantly increased its use of social media as a means of reaching young people. Such efforts were highlighted in April 2012 when the Secretary-General hosted a "Google+ hangout" where he engaged with young people from around the world. The Department also amplified the youth-specific content posted on the social media accounts maintained by the United Nations Programme on Youth in the Department of Economic and Social Affairs, including in the lead-up to World Youth Day in August 2012. The Department also continues to engage with young people through global videoconferences on key United Nations observances, its outreach to schools and activities carried out within the framework of the United Nations

Brief description of the recommendation	*Action taken to implement the recommendation*
	Academic Impact initiative. A new initiative is to provide training to university students and their advisors from around the world who organize Model United Nations conferences. In December 2012, the Department released the first edition of *United Nations at a Glance*, a publication specifically geared to youth. In January 2013, the Secretary-General appointed his Envoy on Youth to whom the Department provides support by developing and implementing communications and media strategies, including the use of social media.
The Committee welcomes the ongoing efforts to modernize and streamline the Library's operations, which are expected to yield a reduction in post costs, and looks forward to receiving a status update on the projects outlined above, including an assessment of their impact and an indication of their potential for future savings and of any lessons learned, in a future submission (para. VII.20).	Several modernization projects are under way in the Dag Hammarskjöld Library, among them the creation of a United Nations digital repository. Such a central repository would collect, provide access to and preserve digital public materials of the United Nations. Although it is too early to determine cost implications, the procurement unit is taking appropriate action to identify a service provider. Also under procurement is a web-scale discovery solution, with the aim of making it easier to search for both United Nations and non-United Nations material. An electronic resources management system (ERM) was purchased in 2012 to better manage all external electronic information resources.
The Advisory Committee has been a long-standing supporter of United Nations information centres, since it is convinced that their role in disseminating information about the work of the United Nations and in adapting that information for local audiences constitutes a vital part of efforts to generate broad-based support for the Organization and its aims. In view of the constraints and uncertainties facing the information centres, the Committee considers that the Secretary-General should, in a future submission, present a detailed plan of action to ensure that the network of United Nations information centres can continue to operate effectively in the medium to long term (para. VII.24).	The Department will explore ways in which information centres can expand partnerships with local actors, work more closely with United Nations country teams, and harness the use of new media to expand their communications base. In the longer term, some reform may be introduced to the ways in which smaller information centres are supported by the larger centres at the regional or subregional level. Cooperation among the information centres in the same language zones would also be encouraged and facilitated in the future.

Brief description of the recommendation	*Action taken to implement the recommendation*
Given the importance of the Graphic Design Unit in communicating the messages of the United Nations, the Committee urges the Secretary-General to continue taking steps to enhance the professional skills and career development opportunities of staff in that Unit (para. VII.25).	The Department has given priority consideration to external training requests to enhance the professional skills of staff in the Graphic Design Unit. In 2012, in coordination with the Office of Human Resources Management, a course on the desktop publishing software application InDesign was brought in-house and partially tailored to the needs of the Graphic Design Unit. Creative approaches are used to try to give staff an opportunity to grow and broaden their knowledge and skill sets, for example, by facilitating attendance at professional conferences. Graphic designers are being encouraged to explore new opportunities in emerging web development technologies as a means of expanding their skills and opening further avenues for career development within the United Nations; a Young Professional Programme in the category of web design and development already exists.
The Committee encourages the Department of Public Information to continue to monitor its publications programme in order to ensure that it responds to Member States' evolving requirements (para. VII.26).	The Department is continuing to evolve its publications programme to meet both Member States' and readers' requirements, while ensuring that the publications meet the most modern publishing standards. It is continuing to publish printed editions of its flagship publications but it has also created eBook and eMagazine versions of all of these publications, which has expanded their readership. It has also introduced *United Nations at a Glance*, an educational publication aimed at a younger audience and those new to the United Nations. Efficiencies have been achieved by adopting digital printing technologies as appropriate, and by licensing translation rights to local publishers as opposed to translating in-house.
The Advisory Committee notes that, in its report on the financial statements of the United Nations for the biennium ended 31 December 2009, the Board of Auditors recommended that the Administration re-examine and, where necessary, redistribute the missions and activities of the Publications Board. In table 28.26 of the budget document, the Secretary-General	The Working Group on Publishing was established in September 2010. The Working Group drafted a new Secretary-General's bulletin on the Publications Board, issued in March 2012 (ST/SGB/2012/2). In that bulletin, the Secretary-General gives the Publications Board enhanced authority to establish the publishing policies and standards of the

Brief description of the recommendation	*Action taken to implement the recommendation*
describes the steps taken and envisaged to respond to that recommendation, which include the convening of a working group of the Publications Board, as well as the establishment of the Working Group on Publishing. The Committee looks forward to receiving information on the outcome of that work at the appropriate time (para. VII.27).	Secretariat, advise author departments on best practices, and review their publications programmes in order to ensure that United Nations publications remain a source of high-quality, relevant and timely information and that United Nations publishing activities and practices are aligned with the overall goals and priorities of the Organization with regard to relevance, marketability, dissemination, production, cost-effectiveness and preservation of such publications. Furthermore, because the newly established Publications Board consists of members from all duty stations, policy implementation is expected to improve, along with the streamlining of publishing-related workflows throughout the Secretariat.
The Advisory Committee reiterates its view that public information activities play a vital role in shaping the public perception of how the Organization is performing in delivering its mandated responsibilities. However, now that the relevance of the mainstream news media is being challenged by the rising popularity of alternative sources, news distribution platforms are rapidly multiplying and diversifying and social media tools are revolutionizing the way in which people access and share information, the Committee wonders whether the time has come for the Department of Public Information to assess how it can enhance the responsiveness of its public information activities to the Organization's needs, how it can bring greater creativity and innovation to its work, and how it can continue to promote the work of the United Nations in a way that is more relevant to the daily lives of individuals all around the world. The Committee notes that this matter falls within the purview of the Committee on Information and therefore invites the Secretary-General to refer the issue to that Committee for further consideration (para. VII.28).	The Department recognizes the expanding reach and increasing impact of alternative information-sharing platforms and the revolutionary changes in the way in which people access and exchange information. With that in mind, the Department has responded by developing an active and well-respected presence in the social media realm. A more strategic exploration of the potential of social media, including a holistic assessment of the Department's responsiveness to date (including multilingualism), are part of the priority agenda of the Under-Secretary-General for Communications and Public Information. However, it is important to highlight that the response to the changing information environment has costs attached to it, both in terms of technological tools and staffing resources. While cognizant of the need for cost reduction and, at the same time, appreciating the importance of traditional means of communication, the Department has striven to forge interdepartmental partnerships in order to join strengths and optimize resources.

Brief description of the recommendation	*Action taken to implement the recommendation*
Office of Internal Oversight Services (A/67/297 (Part I))	
Specific requirements for Internet publishing were defined in the provisions of administrative instruction ST/AI/2001/5, which encouraged all Secretariat units to establish Internet sites relating to their specific programme. Although those provisions addressed Internet publishing activities, they did not cover social media. In addition, the mandate, roles and responsibilities of the Publications Board in relation to Internet publishing and the use of social media were not clearly defined and promulgated. There was no evidence that publications programmes had been reviewed since 2005, except for that of the Economic and Social Affairs Committee. Consequently, the Secretariat followed inconsistent approaches in its Internet publishing activities (para. 36).	The Department accepted the recommendation that it initiate a review of Secretary-General's bulletin ST/SGB/2005/15. As a result, a new Secretary-General's bulletin (ST/SGB/2012/2) was issued in March 2012, clarifying the roles and responsibilities of the Publications Board with regard to United Nations Secretariat publishing.
While the Department of Public Information is the main department dedicated to disseminating public information, it does not have a formal mandated role for coordinating the function throughout the Secretariat. OIOS recommended that the Department should develop and present to the Committee on Information an action plan that considered the roles and responsibilities for coordination of the public information function in the Secretariat, including: the roles of the Department of Public Information and other Secretariat entities; the priorities of any coordination activities; the need for a strategic plan for public information and communications in the Secretariat that outlined a vision and broad priority issues of commonality and addressed the priorities and vision of the Secretary-General for the function; and the need to maintain data on post and non-post resources with levels and funding sources dedicated to public information as presented in the report (paras. 60 and 61).	The Executive Office of the Secretary-General stated that outlining a vision and setting broad priority issues was the Secretary-General's role and that the Department of Public Information needed dedicated resources to support the Executive Office of the Secretary-General in developing a strategic communications plan for executing those priorities. Thus, rather than taking on board the recommendation for a strategic plan for public information and communications, the Department argued that the current structure, which combined a long-term communications policy approved by the Secretary-General with shorter-term communications priorities and campaigns, presented a pragmatic, flexible approach. It allowed the Organization to respond both to long-term mandates and breaking news. OIOS has closed this recommendation.

Annex III

Outputs included in the biennium 2012-2013 not to be delivered in 2014-2015

A/66/6 (Sect. 28), paragraph	*Output*	*Quantity*	*Reason for discontinuation*
Subprogramme 1 Strategic communications services			
28.24 (a) (i)	Substantive servicing of the two-week annual session of the Committee on Information	2	Moved from subprogramme 1 to subprogramme 3, as the Outreach Division is responsible for servicing this meeting. The Strategic Communications Division's contribution is limited to input to the substantive report.
28.24 (a) (ii)	Reports and inputs to the annual reports on activities relating to the work of the Department submitted to the Fourth Committee	2	Moved from subprogramme 1 to subprogramme 3.
28.24 (a) (ii)	Reports of the Committee on Information	2	Moved from subprogramme 1 to subprogramme 3.
	Subtotal	**6**	
Subprogramme 3 Outreach and knowledge services			
28.47 (a) (i) b	*United Nations Development Business* procurement publication (twice-monthly, multilingual)	48	The last print publication was issued in December 2011. The content, namely operational summaries, procurement notices and contract awards, is now only disseminated online through www.devbusiness.com. Therefore, the former breakdown of outputs into 48 issues per biennium is redundant. All relevant online activities of *United Nations Development Business* will be reported under one output.
28.47 (a) (vi) c	Coordination of a shared indexing network with United Nations libraries away from Headquarters	1	New technologies will allow each United Nations library to discharge its own indexing responsibilities.
28.47 (a) (vi) n	Online discussion forums, videoconferences, video chats for educators and students	1	Combined with output "Special student events such as the global videoconferences for United Nations observances, including related Facebook pages".
28.47 (a) (vi) t	UN Chronicle Online, online editions of the magazine	1	Combined into "Maintenance and updating of various websites".
	Subtotal	**51**	
	Total	**57**	